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Technical and Business Writing

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Collin College

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Collin College
Central Park Campus

ENGL2311

Technical Writing

Instructor:	Deartra D. Boone	Course:	ENGL-2311
Office Hours:	Online M/W 10:00 AM – 12:00 PM	Section:	WC2
		Days/Times:	Online
Email:	dboone@collin.edu	Room:	Online
	Between 11:00 AM – 9:00 PM	Term:	FA 2018

Department office contact in case of emergencies:

The department office contact in case of emergencies is:

Office of Academic Affairs, B-122 F 214.491.6270

Minimum Technology Requirement:

Access to Canvas via Collin College, access to your Collin email, access to a word processor to complete and submit papers in a typed format on Canvas, access to the internet to view videos and labs.

Minimum Student Skills:

Ability to type, edit, and submit a word document. Understanding of Canvas in terms of locating assignments, posting assignments, posting to the discussion board, and accessing the grade book is vital to success.

Netiquette Expectations:

Standards of courtesy and respect must always be maintained in our online classroom. Join in to the discussion but remember that this is still an academic setting and respect and consideration are crucial for any intellectual discussion. Discussion areas are the place for intelligent and respectful airing of ideas. Name-calling and personal attacks are not permitted. Any violation of the standards of appropriate behavior online will be reported to the Dean of Students and appropriate disciplinary action will be taken by the college.

Course Description:

Intensive study of and practice in professional settings. Focus on the types of documents necessary to make decisions and act on the job, such as proposals, reports, instructions, policies and procedures, e-mail messages, letters, and descriptions of products and

services. Practice individual and collaborative processes involved in the creation of ethical and efficient documents.

Course: Credit Hours: 3
Lecture Hours: 3

Prerequisite: ENGL 1301

Course Resources:

- *Technical Communication*, 14th Edition, Lannon and Gurak (ISBN: 978-0-13-411849-9)
- Active Collin email account
- Canvas access
- Access to the Collin library research resources

Student Learning Outcomes:

- **State-mandated Outcomes:**
- Upon successful completion of this course, students will:
 - Appropriately responds to specific business writing situations with an understanding of context, purpose, and audience
 - Reflects an analysis of workplace problems and proposes clear, precise, and innovative solutions for a specific audience
 - Incorporates accurate and relevant evidence that supports well-reasoned solutions to workplace problems with a depth and breadth of significant, well-researched information
 - Demonstrates the ability to consider co-workers' perspectives with intellectual fairness, empathy, and humility
 - Adheres to professional standards and conventions of business communication genres such as letters, reports and resumes
 - Indicates the perseverance to revise writing to achieve clarity, precision, and appropriate tone, considering multiple perspectives and sensitivity to cultural differences
 - Incorporates a knowledge of document design, including the implementation of various principles of format, layout, and design of professional visual/verbal documents that meet multiple needs
 - Reflects a control of the editing process, including the production of documents, which exhibit concise language, appropriate format, proper sentence structure, and standardized grammar.

Method of Evaluation:

All assignments are expected to be submitted by the established due dates.

Late assignments will not be accepted.

Assignments are to be submitted in MLA format.

Visit the Owl at Purdue (online) for a MLA refresher session.

If you would like to work within another documenting format, such as APA, please let me know at the beginning of our semester.

Easy Bibliography (online) is also handy for citation assistance.

Our course operates on a percentage system as outlined below:

Grading:

Assignments	10%	A = 90-100% B = 80-89% C = 70-79% D = 60-69% F = 59% or less
Discussions	10%	
Projects	15%	
Blog	20%	
Final Exam	20%	
e-Portfolio	25%	
Total	100%	

Requirements for Participation in Online Discussion or Collaborative Activities:

Timely participation in all discussion boards and collaborative assignments-due dates will be announced for each assignment. Please be respectful and treat our online environment as a scholarly environment. Slang and foul language are not acceptable. Critical thinking concerning the topic and expression of such in posted comments is expected. Cite all outside sources used in each posting if needed.

Use of Online Applications:

Many of our activities are done and posted online. This means you will be creating an online presence, using a web site builder and other online applications as needed. Please email me with questions regarding online activities if you have any questions. Any discussion of using online applications will need to be submitted through emails, which I suggest you keep for your records until the end of the semester.

Criteria Used to Evaluate Participation in Such Activities:

The response to the question should be at least 250 words and be a thorough, thoughtful response. Responses to other students should be at least 150 words and be a thorough, thoughtful response. 25% of the grade for each of your discussion boards will be devoted to substantive interaction with other students.

Delivery Method of Feedback and/or Graded Material:

Projects will be graded within two weeks of submission (if I need more time, I will send an email). Feedback will be given in the comments section the Canvas grade book. Emails to the professor will be answered in 24 hours during the workweek and by Monday afternoon if sent during the weekend.

Grading and E-Mail Turnaround Time:

Grading turnaround is within one week. (I will email if I need more time.) Email will be returned within 24 hours during the weekdays.

Email Contact/Correspondence: Please use "ENGL2311-WC2:" in the subject line.

This will ensure that I know what class you are from, and it will help me respond faster.

I.E. ENGL2311-WC2 – Question about Assignment #2

Coursework:

Late Policy: Remember, NO LATE PAPERS/WORK WILL BE ACCEPTED (Since it is all posted online.)

All final papers are only accepted on-line through Canvas.

Your final draft must be free of all plagiarism, including failure to cite a source or citing a source incorrectly.

** I understand that things happen. If you have an extenuating circumstance that arises, please email me to discuss the problem.*

Assignments

For these assignments, you must compose various exercises based on information listed on certain pages of the textbook. Also, you must read the assignment description to understand all aspects of the assignment.

These assignments will be due on Thursdays. They are worth 10% of your overall grade.

Discussions

For these threaded discussions, you must compose a short “essay” that discusses the prompt for the week. Your posts must meet the required word count, which will be posted on the discussion instructions posted on the discussion board.

You will be asked to post your first post on Tuesday and respond back to three classmates or the professor by Saturday. (Please read the entire discussion instruction because some discussions may require more posts.) They are worth 10% of your overall grade.

Projects

For these projects, you must compose various compositions based on information listed on certain pages of the textbook. Also, you must read the project description to understand all aspects of the project.

These projects will be due on Fridays. They are worth 15% of your overall grade.

Blog

For your blog, you are expected to create and maintain your own professional weblogs or ‘blog’s as part of the course. You will be given prompts for each blog post, two per week. Also, you must read the blog project description to understand all aspects of the project.

The blog will be maintained throughout the entire semester. You must make two or more posts each week, based on blog prompts. Your blog is worth 20% of your overall grade.

e-Portfolio

For your e-portfolio, you are expected to create a professional e-portfolio as part of the course. You will develop an e-portfolio that should demonstrate that you understand basic principles of organization and presentation of information online, as well as considerations of a professional ethos online. Also, you must read the e-portfolio project description to understand all aspects of the project.

The e-portfolio will be worked on throughout the entire semester. Your e-portfolio is worth 25% of your overall grade.

Final Exam

For this assignment, you must complete an Employment Packet. This employment packet includes several items that are needed to find a job. You will find a job to “apply” for, as well as create the documents needed to obtain, accept, and reject the job. Also, you must read the final exam project description to understand all aspects of the project. The Employment Packet will be worked on throughout the entire semester, and act as your final exam. Your final exam is worth 20% of your overall grade.

Course Calendar:

***As a hint, the “lengthiest” assignments are your Major (Final Exam) Project, Blog Project, and e-Portfolio Project. I recommend you begin working on them before the actual assignment date.**

The course will be posted to the online classroom on a week by week basis.

All assignments are due Thursday by 11:59 PM.

All projects are due Friday by 11:59 PM.

Be sure to read the assignment and project descriptions for full instructions.

Week 1: 8/27-9/1/2018

Topics: Syllabus Canvas Discussion Board Chapter 1 Chapter 2	Readings: Syllabus Chapter 1: Introduction to Technical Writing Chapter 2: Meeting the Needs of Specific Audiences	Projects: <i>Project 1: Letterhead Creation Project</i> <i>Project 2: Memo Template Creation</i> <i>Project 3: Global page 14</i>
Discussion question will be posted online.		

Week 2: 9/2-9/8/2018

Topics: Chapter 3 Chapter 4 Chapter 6	Readings: Chapter 3: Persuading Your Audience Chapter 4: Weighing the Ethical Issues Chapter 6: An Overview of the Technical Writing Process	Assignments: <i>Assignment 1: General 2, page 58</i> <i>Assignment 2: General 2, Page 79</i> <i>Project 4: Overview of Technical Writing PPT</i> <i>Extra Credit: Writing Process PPT</i>
Discussion question will be posted online.		

Week 3: 9/9-9/15/2018

Topics:	Readings:	Assignment: <i>Blog Set-Up Memo</i>
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Chapter 15 MLA Blog Set-Up	Chapter 15: Workplace Memos and Letters MLA (Pages 636-650) APA (Pages 651-663) Blog Set-Up	Project: <i>Project 5: General 3, page 365</i> <i>Extra Credit: Take 2311 Flyer</i>
Discussion question will be posted online. Blog prompts will be posted online.		

Week 4: 9/16-9/22/2018

Topics: Chapter 14 e-Portfolio Set-Up	Readings: Chapter 14: Email and Text Messages e-Portfolio Set-Up	Assignments: <i>Assignment 4: General 1, pages 321-322</i> <i>e-Portfolio Set-Up Memo</i> <i>Job Description</i> <i>Memo/LinkedIn Update</i> <i>Extra Credit: Problem with TextSpeak Handout</i>
Discussion question will be posted online.		

Week 5: 9/23-9/29/2018

Topics: Chapter 10 Chapter 11	Readings: Chapter 10: Organizing for Readers Chapter 11: Editing for a Professional Style and Tone	Assignments: <i>Assignment 7: General 1, page 200</i> <i>Assignment 8: Using an Outline</i> <i>Assignment 9: Editing a Letter</i> <i>Extra Credit: Outlining Handout</i>
Discussion question will be posted online.		

Week 6: 9/30-10/6/2018

Topics: Chapter 12 Chapter 13	Readings: Chapter 12: Designing Visual Information Chapter 13: Designing Pages and Documents	Assignments: <i>Assignment 10: General 1, page 280</i> <i>e-portfolio Goals</i> Project: <i>Project 6: General 3, page 305</i>
Discussion question will be posted online.		

Week 7: 10/7-10/13/2018

Topics: Chapter 20 Peer Review	Readings: Chapter 20: Informal Reports How to Handle Negative Feedback in 6 Simple Steps	Assignments: <i>Assignment 11: General 1, Page 491</i> <i>Assignment 12: Justification</i>
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	(PDF) Benefits of Peer Review (PDF)	<i>Report for Change in Assignment #1</i> Projects: <i>Project 7: General 3, page 491</i> <i>Extra Credit: College Flyer</i>
Discussion question will be posted online.		

Week 8: 10/14-10/20/2018

Topics: Chapter 24	Readings: Chapter 24: Blogs, Wikis, and Web Pages What's Wrong with Wikipedia?	Assignments: <i>Blog Update 1 Memo</i> <i>Assignment 14: Global, page 616</i>
Discussion question will be posted online.		

Week 9: 10/21-10/27/2018

Topics: Chapter 16	Readings: Chapter 16: Resumes and Other Job-Search Materials	Assignment: <i>e-Portfolio Update Memo</i> Project: <i>Project 8: General 3, Page 393</i>
Discussion question will be posted online.		

Week 10: 10/28-11/3/2018

Topics: Chapter 25	Readings: Chapter 25: Social Media	Assignments: <i>Assignment 16: General, page 627</i> <i>Assignment 17: Email for employees regarding New Social Media Policies</i> Project: <i>Project 9: Digital & Social, page 627</i>
Discussion question will be posted online.		

Week 11: 11/4-11/10/2018

Topics: Chapter 23	Readings: Chapter 23: Oral Presentations and Video Conferencing	Assignment: <i>Assignment 17: General 3, page 601</i> Project: <i>Project 10: Team, page 601</i>
Discussion question will be posted online.		

Week 12: 11/11-11/17/2018

Topics: Chapter 24 Chapter 16 Final Exam	Readings: Chapter 24: Blogs, Wikis, and Web Pages Chapter 16: Resumes and Other Job-Search Materials Final Exam	Assignments: <i>Blog Update Memo</i> <i>e-Portfolio Update Memo</i> <i>e-portfolio Goals Review</i>
Discussion question will be posted online.		

Week 13: 11/18-11/20/2018

Topics: Catch-Up Week Final Exam	Readings: Final Exam	Assignment: <i>Catch-Up Week</i>
Discussion question will be posted online.		

Thanksgiving Break:

11/21-11/25/2018

Week 14: 11/26-12/1/2018

Topics: Chapter 24	Readings: Chapter 24: Blogs, Wikis, and Web Pages	Project: <i>Blog Final Draft</i> <i>Blog Final Draft Memo</i>
Discussion question will be posted online.		

Week 15: 12/2-12/8/2018

Topics: Chapter 16	Readings: Chapter 16: Resumes and Other Job-Search Materials	Project: <i>e-Portfolio Final Draft</i> <i>E-Portfolio Final Draft</i> <i>Memo</i>
Discussion question will be posted online.		

Week 16: 12/9-12/14

Topics: Chapter 16	Readings: Chapter 16: Resumes and Other Job-Search Materials	Project: <i>Final Exam Project</i>
Discussion question will be posted online.		

Notes:

I will post readings and assignments on a week-to-week basis via our Canvas assignment category.

Attendance Policy:

Your prompt and regular attendance in our online environment is expected throughout the semester. Repeated absences result in the loss of community within the classroom as well as the growth of critical thinking. I do understand illness and unavoidable issues. If you do need to be absent, please contact me via email (you do not need to give me specifics

concerning your absence-just touch base with me). Make sure to “catch up” with your assignments or missed notes as soon as you return to class. Positive attendance and a strong work ethic in our course will yield a rewarding grade.

Withdrawal Policy:

“See the current Collin Registration Guide for the last day to withdraw.” Last date to withdraw is October 14, 2016.

Americans with Disabilities Act:

Collin College will adhere to all applicable federal, state, and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal. It is the student’s responsibility to contact the ACCESS office, CPC-D-118(I) or 972.548.6816 or V/TTD: 972.881.5950 in a timely manner to arrange for appropriate accommodations.

Collin College Academic Policies:

7-2.2 Scholastic Dishonesty

Every member of the Collin College community is expected to maintain the highest standards of academic integrity. Collin College may initiate disciplinary proceedings against a student accused of scholastic dishonesty. While specific examples are listed below, this is not an exhaustive list and scholastic dishonesty may encompass other conduct, including any conduct through electronic or computerized means. Scholastic dishonesty shall involve, but is not limited to, one or more of the following acts:

General Scholastic Dishonesty:

It includes, but is not limited to, statements, acts, or omissions related to applications for enrollment, credit or class work, research, and/or the award of a degree; falsifying academic records; using annotated texts or teacher’s editions; using information about exams posted on the Internet or in any electronic medium; leaving a test site without authority; failing to secure test materials; and/or submitting work that is not one’s own. All work submitted for credit is expected to be the student’s own work. Students are expected to record honestly and accurately the results of all their research. Falsification of research results includes misrepresentations, distortions, or omissions in data or reports on research.

Plagiarism:

It is the use of an author’s words or ideas as if they were one’s own without giving credit to the source, including, but not limited to, failure to acknowledge a direct quotation. In the preparation of all papers and other written work, students must distinguish their own ideas and knowledge from information derived from other sources. The term “sources” includes not only published primary and secondary materials, but also information and opinions gained directly from other people. Whenever ideas or facts are derived from a source, the source must be indicated by the student.

Cheating:

It is the willful giving or receiving of information in an unauthorized manner during an examination or to complete an assignment; collaborating with another student during an examination without authority; using, buying, selling, soliciting, stealing, or otherwise obtaining course assignments and/or examination questions in advance; unauthorized copying computer or Internet files; using someone else's work for assignments as if it were one's own; submitting or resubmitting an assignment (in whole or in part) for more than one (1) class or institution without permission from the professor(s); or any other dishonest means of attempting to fulfill the requirements of a course.

Collusion:

It is intentionally or unintentionally aiding or attempting to aid another in an act of scholastic dishonesty, including but not limited to, failing to secure academic work; providing a paper or project to another student; providing an inappropriate level of assistance or unauthorized collaboration; communicating answers to a classmate about an examination or any other course assignment; removing tests or answer sheets from a test site; and allowing a classmate to copy answers.

In cases where an incident report has been filed for alleged violation of scholastic dishonesty, the faculty member is requested to delay posting a grade for the academic work in question until the case is final. Students found responsible for scholastic dishonesty offenses will receive an authorized disciplinary penalty or penalties from the Dean of Student Development Office. The student may also receive an academic penalty in the course where the scholastic dishonesty took place. The faculty member will determine the appropriate academic penalty.

Inclement Weather:

Inclement weather-in the case of bad weather please look for official Collin closings via the local news, radio, and CougarWeb. Make sure your active phone number is connected to CougarWeb to receive Collin updates.

Remember to frequently check your Collin email for messages from Collin and yours truly.

Reusing Papers:

Students who wish to use an old or current paper from another course should discuss and get the request approved by the instructor prior to submitting the paper. Otherwise, students are strongly advised simply to create all new materials.

Copyright Statement:

Materials used in connection with this course may be subject to copyright protection.

Use of Third Party Links:

This course includes distance learning components which may contain links to web sites operated and maintained by other public or private entities. While Collin College instructors provide link information to these sites, the College assumes no responsibility for the privacy practices or the content of such web sites. It is recommended that users consider the individual privacy policy statements of each web site they visit.

Syllabus or Calendar Changes:

Our syllabus is subject to change. I will notify you of such changes via Canvas. You are responsible for noting the changes.

*Our classroom is our community:
Listen, Share, Respect, Flourish, Think,
Learn*